Appendix IV

Appendix IV: Summary Recommendations of IT Council Subcommittee on State IT Service Consolidation

The Service Consolidation Review Committee is an outgrowth of a number of overlapping influences including: discussions at Governor Lynch's April 1, 2005 meeting with Department Heads about IT-related concerns; findings and recommendations in the April 2005 Taylor-Herr Report on IT Management and Service; and, efforts of the Information Technology Council, which was established by RSA 4-D:4, directed toward preparation of an Information Technology Plan. The Review Committee was created by the IT Council at its May 17, 2005 meeting and charged with submitting a Committee Report by July 26, 2005, identifying whether, from the perspectives of Department Heads, aspects of consolidation are not working and, if not, making recommendations on how to remedy any shortcomings.

In summary, the Review Committee recommends the following:

    A. **Staff Alignment:**
      1. **General Support Personnel** - Keep general support personnel within OIT and rectify issues within the existing framework.
      2. **Applications Personnel** - Establish and define effective agency control over applications support personnel. Determine on a case-by-case basis whether to transfer personnel back or rectify within existing framework through a mechanism such as a Service Level Agreement.
    B. **Purchasing:** Keep centralized and rectify issues within the existing framework.
    C. **Invoicing:** Rectify issues within the existing framework.
    D. **Integration/Coordination:** Rectify issues within the existing framework and give special consideration to structural or organizational alternatives employing various integrating mechanisms and more formalized written standards.